

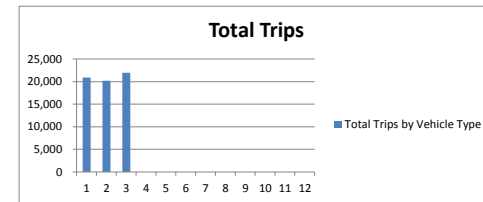


A bar chart titled "Trip Utilization Rate" showing the utilization rate for three categories. The y-axis represents the utilization rate percentage, ranging from 4.8% to 5.8% in increments of 0.2%. The x-axis has three categories. The first category has a utilization rate of 5.4%, the second category has a utilization rate of 5.2%, and the third category has a utilization rate of 5.6%.

Category	Utilization Rate
Category 1	5.4%
Category 2	5.2%
Category 3	5.6%

**Utilization by Vehicle Type**

Category	Ambulatory	Wheelchair	Bus	Stretcher	Mileage Reimbursement
1	4000	1500	0	0	15000
2	5000	1000	0	0	14000
3	6000	2000	0	0	15000
4	0	0	0	0	0
5	0	0	0	0	0
6	0	0	0	0	0
7	0	0	0	0	0
8	0	0	0	0	0
9	0	0	0	0	0
10	0	0	0	0	0
11	0	0	0	0	0
12	0	0	0	0	0



	October	November	December
<b>Utilization by Distance</b>			
Less than 1 mile	1819	2194	686
1 - 3 miles	1202	1555	1979
3 - 6 miles	640	782	876
6 - 10 miles	1052	1089	1339
10 - 20 miles	4602	4184	4963
20 - 30 miles	3206	3142	3681
30 - 50 miles	3328	3042	3285
50+ miles	5012	4173	5144
<b>Total Trips by Distance</b>	<b>20861</b>	<b>20161</b>	<b>21953</b>



Phone Stats  
2010

	October	November	December
<b>Summary Information</b>			
<b>Wait Time Statistics</b>			
Timeliness of Pickups			
On Time within 15 mins	96%	96%	97%
15 - 30 min late	3%	3%	3%
30+ min late	1%	1%	1%
Return Trip Wait Times (Target 95% within 30 minutes)			
Less than 30 Minutes	96%	96%	96%
Longer than 60 Minutes	4%	4%	4%
Performance Standards 3.3.2.3.4			
<b>Summary of Adverse Situations</b>			
Accidents	1	0	0
Member Injuries	2	0	0
Members Injured Other than Vehicle Accident	0	0	0
	October	November	December
<b>Telephone Statistics</b>			
Total Calls Answered	15757	16189	13947
Percent of Calls Abandoned	3.53%	3.22%	3.04%
Average Speed of Answer	3:12	1:18	1:01
Average Wait Time for Calls	1:02	1:34	1:39
Percent of Blocked Calls	0	0	0
Performance Standards 3.3.2.3.4			
Verification of Eligibility for Services within 1 Hour During Business Hours	99%	99%	99%
Verification of Eligibility for Services within 2 Hours After Business Hours	99%	99%	99%
Performance Standards 3.3.2.2.3			



Monthly Payment Stats  
2010

	October	November	December
<b>Summary Information</b>			
<b>IME Summary</b>			
Total Network Provider Claims Paid	2,868	3,245	4,742
Provider Claims Paid within 10 days	2,725	2,986	4,268
% Provider Claims within 10 days	95%	92%	90%
Provider Claims Paid within 15 days	143	259	474
% Provider Claims within 15 days	100%	100%	100%
Provider Claims Paid within 20 days	N/A	N/A	N/A
% Provider Claims within 20 days	N/A	N/A	N/A
Mileage Reimbursement Paid within 10 days	566	6,922	6,449
% Reimbursement paid within 10 days	91%	92%	93%
Mileage Reimbursement paid within 15 days	55	486	217
% Reimbursement paid within 15 days	100%	99%	96%
Mileage Reimbursement paid within 20 days	N/A	80	264
% Reimbursement paid within 20 days	N/A	100%	100%
Total Mileage Reimbursement Claims Received	621	7488	6930
Total Claims Paid	3,489	10,733	11,672